

Nettleham Medical Practice

And Cherry Willingham Branch Surgery January 2015

Missed Appointments

The practice is experiencing an increased number of appointments, both with doctors and nurses which patients do not attend (DNA). In the last 3 months these lost appointments have equated to 41 $\frac{1}{4}$ hours of doctor time and 110 hours of nursing time. There is an unprecedented demand for appointments at the moment and it is frustrating that this volume of valuable time is lost.

Whilst the practice recognises that there are times when you are unable to attend a booked appointment, we request that the practice is contacted and the appointment cancelled so that it can be reallocated to another patient.

We are now able to send SMS text reminders to patients to remind them of their appointments. If you would like to receive SMS reminders, please let the receptionist know when booking the appointment and they will be able to activate this for you.

We thank you for your help in trying to reduce the number of DNA appts in 2015.

Staff Changes

The practice is pleased to welcome Dr Elmer Molave who will be joining as a full time GP early in the New Year.

Smoking Cessation Clinic

As it is the time of year when resolutions are made, the practice would like to remind patients that we hold weekly smoking cessation clinics to which you can self-refer. If you are wishing to stop smoking and would like some help, please contact the practice and book an appointment with either Cathy or Vicky who will be happy to work with you in becoming a non-smoker.

Monthly Early Closures for Training 2014/2015

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In order to enable our doctors and staff to be kept up to date Nettleham surgery will be closed for training at 1pm on the following afternoons.

Emergency help is still available by calling 111

Tuesday 20th January 2015

Tuesday 10th February 2015

Tuesday 17th March 2015

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Contact Details - Nettleham 01522 751717
Website - www.nettlehammedical.co.uk

When the surgery is closed ring freephone 111
Practice Manager - Helen Lunn